

As i Tmobile customer i needed to check out the ATT forum to see how they are doing? After reading most of there forum- please DONT let me be one of them!!!!!!

Endless frustrations with AT&T

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I am so frustrated with AT&T's refusal to make an honest effort to fix their own mistakes!

I recently called to add two new lines to my family share account so all our phones would be on one bill. I was moving over from T-Mobile.

I got one refurbished iPhone 3GS 8GB and just a SIM card for the other line because I already have hardware to use.

I verified the shipping address several times with the sales rep because the billing address is a PO box and the credit card billing address can't recieve mail. I told the rep my home address and emphasized it should be the shipping address at least 3 times. I had to give the credit card's billing address to verify the payment.

For some idiotic reason the sales rep decided to use the credit card billing address as the shipping address and both the iPhone and the SIM card got mailed there.

I had no idea until the day of delivery because none of the emails I got had the shipping information. I only knew because of the shipping tracker on the USPS website.

I called AT&T to see if they could do anything about it but the address can't be changed once the USPS starts routing the package. The rep I called and talked to in the DMDR department told me if I

wasn't able to go to the address and get the package, or if it wasn't there, I could call back and they could ship a new unit to the correct address.

So I drive to the address that's 30 miles away (using my gas and my time for their skrew up) to find out that the package isn't there. I only did this because if it was there I didn't have to deal with anymore sales reps and to reduce the chance of more skrew ups by uncaring or incompetent rep. That was wishful thinking.

Luckily the package was returned to the USPS to be shipped back to AT&T.

So I called AT&T back to get the ball rolling on getting a new unit shipped to me and they tell me they have to file paperwork to reorder that will take 3-5 business days to complete then the new unit will take another 3-5 business days to get back to me. So my options are to wait another 2 weeks to get my new service, all the while costing me more money for two seperate bills, or to just cancel the order which will still take almost 2 weeks to refund my money and take my business elsewhere.

At this point I'm so frustrated and annoyed with AT&T that I just told the rep to cancel the order and I will just forget about giving my business and money to AT&T because every order I've place gets screwed up and ends up taking an additional 2 weeks and usually several calls to support and a trip or two to a retail store.

I have wasted way too much time and money on AT&T's screw ups!!

I don't understand how AT&T is such a successful company with such disregard for customers.

If anyone else has had any of these issues add them here. I'm done with AT&T but maybe all the stories in one place will convince AT&T to improve its customer service for others.

2.frustrated with family plan bait and switch

I moved my family plan to ATT from ??verizon on Mother's Day. I was there 3-4 hours and we spoke at length about moving my senior mother's att account to my family plan...we checked her account and I was assured over and over again that she didn't need to be in the store and that everything would work.

Of course ATT could NOT move my mother's number to my plan when I called per the store's 'easy' instructions. So only after I bought 2 new phones for my family & signed up for a 2 year contract did ATT let me know that my 83 yr old mother would have to change her phone number to transfer to my family plan. Mom who now lives in my town had her same line with ATT for years originally in Florida. Why wouldn't this have clearly come up while I was in the store??? Guess ATT just wanted to sell me something that wouldn't work for the specific reasons I discussed with them.

So I wound up buying 2 new phones and paying for installation charges and will never be able to put my mother on the plan the ONLY reason why I was moving from Verizon (mom was already on ATT and locked in). When I called no one knew who I could escalate this with. I received a letter from Dana Cogswell...wrote him and had my letter returned. Then I wrote Ralph De La Vega...letter again was returned. To top it off I received a 3rd letter from ATT saying they couldn't give me a \$50 rebate on one of the phones I bought because the purchase date was not on my receipt.This is why i had to go.